



Information for affected people in Ukraine

How can I contact the Red Cross?

0 800 331 800 To contact the **Ukrainian Red Cross Society** from anywhere in Ukraine.

To contact the **International Committee of the Red Cross (ICRC)** in Ukraine:

0 800 300 155 Kyiv

0 800 300 165 Mariupol

0 800 300 115 Slaviansk

0 800 331 125 Severodonetsk

0 800 300 185 Donetsk

0 800 331 195 Luhansk

To contact us from outside Ukraine:

+41 227303600 Or send an email to inquiries@icrc.org

→ How can I get medical aid?

- ✓ **The emergency line in Ukraine is 112.**
- ✓ **If someone is injured, here is what you can do until more help arrives:**
 - Using a clean piece of cloth, ask the injured person, or proceed yourself, to press directly with the cloth on the wound.
 - Swap out physical pressure with a compressive bandage and wrap it around the wound.
 - If you notice any of the following signs, loosen the bandage immediately:
In case of any swelling or cyanosis (skin going blue) around the wound, loosen the band.
 - If blood continues to leak through the bandage: Roll an additional bandage or clean cloth over the first bandage you applied.

→ What shall I take with me in the case of evacuating?

- ✓ **Personal documents:**
National identity card, passport, family certificates, birth certificate, insurance documents, property documents, etc.
- ✓ **Essential items:**
Food and drink for 3 days, first aid kit, clothing to keep you warm, your family's essential medication, hand torch with extra batteries, covers or mats if possible.
- ✓ **Make sure your family agrees on a meeting point in case you separate.**
- ✓ **Make sure children know their personal information such as their full names, parents' names, and parents' contacts.**

→ Can you help evacuate me / someone from Ukraine?

Unfortunately, we currently don't have any program or capacity to provide individuals and families with transportation or resources for leaving the country. We recommend you contact the organisations below:

- ✓ The International Organization for Migration (IOM) has hotline numbers for people leaving Ukraine. [You can learn more about IOM services here.](#)
- ✓ The United Nations High Commissioner for Refugees (UNHCR) has information and guidance in neighbouring countries such as Poland, Hungary, Moldova and Romania. [You can find more information here.](#)

→ What can I do in the case of active fighting or shelling?

- ✓ If there's a basement, immediately go there.
- ✓ Stay in a safe zone on lower ground with protective walls.
- ✓ Stay as far as possible from windows.
- ✓ Keep your body as close to the ground as possible.
- ✓ Wait until the shooting is over before you move to a safer shelter.
- ✓ Don't pick up anything you haven't dropped yourself.
- ✓ During conflict, things that may look harmless could potentially be explosive objects.
- ✓ Stay away from unattended objects that do not belong to you.
- ✓ Only take roads that are well known to you.

→ I need mental health support.

- ☎ **0 800 331 800** Our partners of the Ukrainian Red Cross are doing their best to provide psychosocial support. They are currently receiving a large number of calls. Thank you for your patience.

→ How can I share my opinion about a service you provided?

- ☎ **0 800 300 155** It is very important for us to hear your feedback about the work we are doing. We invite you to use the communication channel more convenient for you. You can also send a message to you can send a private message on our [Ukrainian Facebook page.](#)

 **Please remember all our services are free of charge.**
Our teams are working around the clock to help as many people as possible.
For updates on the crisis, [visit this page.](#)